

CLAIMS

What is claimed is:

1 1. A method for reporting device problems, the method comprising:
2 collecting device data relevant to diagnosing or fixing a problem encountered
3 by a user of a device;
4 collecting user input regarding the encountered problem; and
5 generating a customized problem report that describes the problem and that
6 includes the collected device data.

1 2. The method of claim 1, wherein collecting device data comprises
2 collecting data pertaining to an imaging device with which the user has encountered
3 the problem.

1 3. The method of claim 1, wherein collecting device data comprises
2 collecting one or more of a device model, a device serial number, a year the device
3 was manufactured, a firmware version that the device is running, a configuration of a
4 device, settings currently selected for device operation, an Internet protocol (IP)
5 address of the device, a media access control (MAC) address of the device, a current
6 page count for the device, a type of media the device is using, and a physical location
7 of the device.

1 4. The method of claim 1, wherein collecting user input comprises
2 collecting user input at the device.

1 5. The method of claim 1, wherein collecting user input comprises
2 collecting user input at a separate user computing device that received the collected
3 device data from the device with which the problem was encountered.

1 6. The method of claim 1, wherein collecting user input comprises at least
2 one of receiving answers to questions presented to the user and comments regarding
3 the encountered problem that are provided by the user.

1 7. The method of claim 6, wherein collecting the answers or comments
2 comprises recording spoken answers or comments of the user with a microphone of
3 the device.

1 8. The method of claim 1, wherein collecting user input comprises
2 scanning a printed document that the user has provided for scanning to the device.

1 9. The method of claim 1, wherein generating a customized problem
2 report comprises generating a customized problem report on the device.

1 10. The method of claim 1, wherein generating a customized problem
2 report comprises generating a customized problem report on a separate computing
3 device that received the collected device data from the device with which the problem
4 was encountered.

1 11. The method of claim 1, further comprising detecting a device error and
2 querying the user as to whether to create a customized problem report.

1 12. The method of claim 1, further comprising receiving a problem
2 indication from a user that was input with a user interface of the device.

1 13. The method of claim 1, further comprising sending the customized
2 problem report to another device.

1 14. The method of claim 1, further comprising sending the collected device
2 data to another device for purposes of generating the customized problem report on
3 that other device.

1 15. A system for reporting device problems, the system comprising:
2 means for determining when a device problem has been encountered;
3 means for collecting device data relevant to diagnosing or fixing the problem;
4 means for collecting user input regarding the encountered problem; and
5 means for generating a customized problem report that describes the problem
6 and that includes the collected device data.

1 16. The system of claim 15, wherein the means for determining when a
2 device problem has been encountered comprise means detecting a device error.

1 17. The system of claim 15, wherein the means for determining when a
2 device problem has been encountered comprise means to receive a problem indication
3 input by a user.

1 18. The system of claim 15, wherein the means for collecting device data
2 comprise means for collecting one or more of a device model, a device serial number,
3 a year the device was manufactured, a firmware version that the device is running, a
4 configuration of a device, settings currently selected for device operation, an Internet
5 protocol (IP) address of the device, a media access control (MAC) address of the
6 device, a current page count for the device, a type of media the device is using, and a
7 physical location of the device.

1 19. The system of claim 15, wherein the means for collecting user input
2 comprise a user interface of the device that includes at least one of a button, a display,
3 and a microphone.

1 20. The system of claim 15, wherein means for collecting user input
2 comprise a user computing device that is in communication with the device with
3 which the problem was encountered.

1 21. The system of claim 15, wherein the means for collecting user input
2 comprise means for scanning a printed document provided by the user.

1 22. The system of claim 15, further comprising means for sending the
2 customized problem report to another device.

1 23. A problem reporting manager stored on a computer-readable medium,
2 the manager comprising:

3 logic configured to identify a problem encountered with a device by a user;
4 logic configured to collect device data relevant to diagnosing or fixing a
5 problem;
6 logic configured to collect user input regarding the encountered problem; and
7 logic configured to generate a customized problem report that describes the
8 problem and that includes the collected device data.

1 24. The manager of claim 23, wherein the logic configured to collect
2 device data comprises logic configured to collect one or more of a device model, a
3 device serial number, a year the device was manufactured, a firmware version that the
4 device is running, a configuration of a device, settings currently selected for device
5 operation, an Internet protocol (IP) address of the device, a media access control
6 (MAC) address of the device, a current page count for the device, a type of media the
7 device is using, and a physical location of the device.

1 25. The manager of claim 23, wherein the logic configured to collect user
2 input comprises logic configured to receive at least one of answers to questions
3 presented to the user and comments regarding the encountered problem that are
4 provided by the user.

1 26. The manager of claim 23, wherein the logic configured to collect user
2 input comprises logic configured to scan a printed document that the user has
3 provided to the device.

1 27. The manager of claim 23, further comprising logic configured to detect
2 a device error and logic configured to query the user as to whether to create a
3 customized problem report.

1 28. The manager of claim 23, further comprising logic configured to
2 receive a problem indication from a user that was input with a user interface of the
3 device.

1 29. The manager of claim 23, further comprising logic configured to send
2 the customized problem report to another device.

1 30. A problem reporting manager stored on a computer-readable medium,
2 the manager comprising:

3 logic configured to receive information transmitted from a device with which a
4 user encountered a problem;

5 logic configured to generate a customized problem report that is relevant to the
6 encountered problem; and

7 logic configured to send the customized problem report to another device.

1 31. The manager of claim 30, wherein the logic configured to generate a
2 customized problem report comprises logic configured to collect user input regarding
3 the encountered problem.